

Department of Mental Health, Mental Retardation and Substance Abuse Services selects the facility advocates. His/her job is to investigate your complaint, represent you at hearings, and make sure you are getting the services that you need.

#### **VOPA May Help By:**

- providing disability information and resources;
- explaining rights and responsibilities; and
- giving guidance on solving disability-related problems.

For individuals whose issue falls within annual goals, objectives, and case selection criteria, VOPA may help by:

- investigating complaints;
- negotiating solutions;
- providing advocacy; or
- providing legal representation.

You can call VOPA at our toll-free number (800) 552-3962 for more information.

## **Virginia Office for Protection and Advocacy Contact Information**

**1910 Byrd Avenue, Suite 5  
Richmond, Virginia 23230  
800-552-3962 (Toll-Free in Virginia)**

**(Voice and TTY)**

**804-225-2042 (Voice and TTY)**

**Fax: 804-662-7057**

**E-Mail: [general.vopa@vopa.virginia.gov](mailto:general.vopa@vopa.virginia.gov)**

**Web: [www.vopa.state.va.us](http://www.vopa.state.va.us)**

For other disability agencies, visit Virginia's  
Disability Services Agencies web site at:  
**[www.vadsa.org](http://www.vadsa.org)**

All information or service requests will be treated  
in a confidential manner.

Applicants for service or employment shall be  
afforded equal opportunity without regard to race,  
color, religion, political affiliation, national origin,  
disability, marital status, gender, or age.

*VOPA publications are available in  
alternate format, upon request.*

### *Information about*

## **Patient/Resident Rights in State Facilities**



**VOPA**

**Virginia Office for  
Protection and Advocacy**

*Virginia's Protection and Advocacy System  
Serving Persons with Disabilities*

## What Are State Facilities?

State facilities are places where persons with mental illness, cognitive disabilities, and physical disabilities live, receive medical care, and participate in programs to help them with their disabilities. They are located all over the state and are managed by the Virginia Department for Mental Health, Mental Retardation and Substance Abuse Services.

## What Are the Names of These Facilities and Where Are They?

There are 15 facilities in Virginia. There are nine facilities which treat persons with mental illnesses. They are Catawba Hospital in Catawba; Central State Hospital in Petersburg; Commonwealth Center for Children and Adolescents in Staunton; Eastern State Hospital in Williamsburg; Northern Virginia Mental Health Institute in Falls Church; Piedmont Geriatric Hospital in Burkeville; Southern Virginia Mental Health Institute in Danville; Southwestern Virginia Mental Health Institute in Marion; and Western State Hospital in Staunton.

There are five facilities that serve persons with mental retardation and other developmental disabilities. They are Central Virginia Training Center in Lynchburg; Northern Virginia Training

Center in Fairfax; Southeastern Virginia Training Center in Chesapeake; Southside Virginia Training Center in Petersburg; and Southwestern Virginia Training Center in Hillsville.

Hiram Davis Medical Center in Petersburg is the one medical center that treats persons with both mental and physical disabilities and is located in the same area as Southside Virginia Training Center and Central State Hospital.

## What Are Your Rights?

Below is a list of some important rights you have while at one of these facilities. Based on your individual situation, you have the right to:

- use your legal name or another name that you prefer;
- not be harmed physically or mentally or be taken advantage of;
- talk to your lawyer, minister, doctor, or someone from VOPA whenever you need to;
- be told about your treatment and any services you receive in a way that you can understand;
- make decisions about your treatment and care;
- have appropriate clothing for your personal use;
- live in a safe, clean environment;
- practice your own religion;

- speak in private or send private mail;
- see or refuse to see visitors;
- eat food that is good for you;
- keep all of your treatment information confidential;
- see, read, and copy the file of your services;
- enjoy all of the freedoms of everyday life like watching TV, listening to the radio, and spending your own money;
- be free from unnecessary isolation, restraint, and timeouts;
- work or not work depending on your health;
- complain whenever you feel your rights are being violated;
- ask for a copy of your rights; and
- a fair and quick decision about your complaint.

## How Do I File A Complaint?

You, or someone on your behalf, can file a complaint with the Facility Director, Facility Advocate, or someone else designated by the Director. You can meet with your Facility Advocate to discuss your concerns.

## What Does the Facility Advocate Do?

The Facility Advocate helps patients and residents who believe that their rights have been violated. Each facility has at least one advocate. The Commissioner of the Virginia